



MINUTES OF THE BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES, STATE OF CALIFORNIA

Violet Varona-Lukens, Executive Officer
Clerk of the Board of Supervisors
383 Kenneth Hahn Hall of Administration
Los Angeles, California 90012

Chief Information Officer
Director of Public Social Services

At its meeting held January 20, 2004, the Board took the following action:

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The following item was called up for consideration:

The Director of Public Social Services' joint recommendation with the Chief Information Officer to approve and instruct the Chairman to sign amendment to agreement with Unisys Corporation to increase the total maximum contract sum by \$15,481,887 from \$180,893,588 to \$196,375,475, financed using \$4,845,817 in State and Federal revenue and \$796,070 in net County cost for Fiscal Year 2003-04, and \$8,451,576 in State and Federal revenue and \$1,388,424 in net County cost for Fiscal Year 2004-05, to increase the number of monthly Maintenance and/or Enhancement hours from 4,000 to 8,000, for the timely implementation of modifications and enhancements to the LEADER software arising from County, State and Federal mandates; establish a new fixed hourly rate of \$123; and amend the terms pursuant to which Unisys may employ subcontractors to provide services and support during the remainder of the agreement and any extended term.

Supervisor Molina made the following statement:

"The Department of Public Social Services (DPSS) conducted a pilot project at the Metro Family DPSS' district office in an attempt to improve and lower response times of Eligibility Determination/Benefits Calculations (ED/BC) transactions. Reports show that in the months of October, November, and December 2003, the ED/BC transactions averaged 22 seconds which is in compliance with the current LEADER contract.

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“However, in a recent site visit to a district office, my staff observed that the ED/BC transactions response time averaged up to 84 seconds during the first days of the month. User and client satisfaction of LEADER must be a priority and the Department needs to work with Unisys to identify the causes for the delays and correct them immediately. Most of the time delays can be solved through additional training.

“I therefore recommend that the Director of Public Social Services, within the next 60 days, conduct a pilot project in district offices to identify the causes for the time delays and implement a training program to improve our response times.

“I further recommend that the Director of Public Social Services should provide a monthly status report on the outcomes of staff trainings.”

Merritt Holloway addressed the Board.

After discussion, the Director of Public Social Services' joint recommendation with the Chief Information Officer and Supervisor Molina's aforementioned recommendations were referred to Closed Session.

During Closed Session, the Director of Public Social Services' joint recommendation with the Chief Information Officer and Supervisor Molina's aforementioned recommendations were continued one week to January 27, 2004 (Supervisor Antonovich being absent).

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Copies distributed:

Each Supervisor
Chief Administrative Officer
County Counsel